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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McIlwaine et al.

Serial No.: 10/785,543

Filed: February 24, 2004

For: Method and System for Delivery of
Individualized Training to Call Center Agents

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) Examiner: Matar, Ahmad
)
) Art Unit: 2642
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) Confirmation No. 8142
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INFORMATION DISCLOSURE STATEMENT

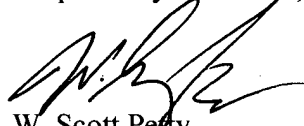
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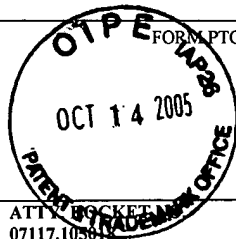

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K&S Docket: 07117.105018 US CON
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FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTY. SCKET 07117.103612	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
	AK					YES	NO
	AL						
	AM						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

EXAMINER	DATE CONSIDERED
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